

**U.S. Department of Energy**

**STATE PLAN/MASTER FILE WORKSHEET**

**Identification Number: EE0000176, State: HI, Program Year: 2,012.00**

This worksheet should be completed as specified in Section III of the Weatherization Assistance Program Application Package.

**III.1 Eligible Population**

**III.1.1 General Description**

**Definition of income used to determine eligibility:**

No dwelling unit shall be eligible for any weatherization measure unless its household income earned and/or received by all household members must not exceed 200 percent of Federal Poverty Guidelines determined in accordance with criteria established by the DHHS.

**Procedures to determine that units weatherized have eligibility documentation:**

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No dwelling unit will be weatherized without documentation that the dwelling unit is eligible based on the following: The income (three or twelve month average) received by all members of the household must be at or below 200 percent federal poverty.

Before obtaining the information that is required on the application form, each prospective client at the time of initial contact must be apprised of his/her rights under the federal Privacy Act of 1974, Public Law 93-579, 5 USC §552a. The agency will provide a copy of the Privacy Act to each prospective client. The prospective client will then receive and complete the application form, and it will be signed by both the client and energy staff worker. The form includes such client information as family data, annual income, client need, and community action agency certification. In addition, the energy staff worker is required to complete a Client Ranking Form.

No dwelling unit shall be eligible for weatherization assistance unless either (1) the household income of its occupants is at or below 200 percent of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget.

As indicated on the application form, proof of income is required. Such proof may consist of income data (Federal/State Income Tax Forms), welfare basic grant forms, canceled checks, etc. Documentation must be made available by the applicant and the outreach worker must certify that he/she has seen the documents. The application forms must be retained in an office file. Copies of documentation, however, shall not be retained on file. If eligibility is questioned at a later date, the burden of proof rests with the applicant, rather than the local administering agency.

After a client's eligibility has been certified, the client will remain eligible for weatherization services for twelve months from date of application.

When twelve to fifteen months have passed from the date of application, and weatherization work has not started, the household may reapply using only a declaration of income statement instead of repeating the complete application process. Beyond fifteen months from the date of application, a household must reapply for weatherization services needed for an original application by providing all documentation.

Since there is a low percentage of known low-income members of an Indian tribes in Hawaii they will receive benefits equivalent to the assistance provided to other low-income persons throughout the state.

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**Recommend tribal organization(s) be treated as local applicant?**

**If YES, Recommendation: If NO, statement that assistance to low-income tribe members and other low-income persons is equal:**

There are no Indian tribes in Hawaii; However, Native Hawaiians receive benefits equivalent to the assistance provided to other low-income persons within the state.

**III.1.2 Selection of Areas to Be Served**

The State is organized into four counties. The City and County of Honolulu is the major metropolitan area, although it contains rural areas; and the three remaining counties of Hawaii, Maui and Kauai are largely rural. Each county is composed of a single major island, except the County of Maui which also includes two smaller inhabited islands, Molokai and Lanai.

Each county is provided services by one non-profit community action agency (CAA). The 2012 Allocation of WAP funds shall be divided equally to three (3) islands by the State Department of Labor & Industrial Relations (DLIR) Office of Community Services (OCS) among the three counties (City and County of Honolulu, Maui and Kauai), so as to provide services across the state. We would like to note, with the exception of the Island of Hawaii. The Hawaii Community Economic Opportunity Council (HCEOC), initiated, applied for and was recently awarded a large amount of weatherization funding through the USDA Rural Development Grant.

Through this award, HCEOC will be providing 200 qualified low income residents with solar systems throughout the island, therefore HCEOC has elected to return previous weatherization funds designated for the island of Hawaii. According to HCEOC's Executive director, "...after extensive outreach to many residents, completing their applications and conducting numerous energy audits...we do not have enough applicants who meet the eligibility criteria for our WAP ARRA grant." Therefore, we feel that the weatherization needs for the Island of Hawaii are being addressed, adequately funded and serviced at this time.

The State grantee shall reserve the right to reallocate WAP funds at any time during the program year among local administering agencies in the unforeseen event that a community action agency is unable to meet WAP program requirements, cancels their weatherization contract and or if there is excess funds available after all weatherization measures are fulfilled under the estimated budget costs.

**III.1.3 Priorities**

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Priority for weatherization services will be given to those low-income Hawaii residents who are most vulnerable to rising energy costs:

- **Elderly persons;**
- **Persons with disabilities;**
- **Families with children under the age of six (6);**
- **High residential energy users; and**
- **Households with a high energy burden.**

Special outreach efforts at senior centers and other places where seniors congregate will be made to assure that this priority is met. We estimate that this segment of the population comprises approximately 25 percent of all dwellings assisted. Information will be updated and shared in monthly or quarterly reports from the Subgrantees to the state.

#### **III.2 Climatic Conditions**

The State of Hawaii consists of eight major and 124 minor islands with a total land area of 6,425 square miles and a coastline of 750 miles. Climatically, Hawaii is marked by balmy temperatures and wide variations in rainfall. The temperature range at the Honolulu International Airport, for example, varies from 53 to 93 degrees Fahrenheit. Normal precipitation ranges from 8.7 inches to 451 inches annually.

Weather in the Hawaiian Islands is very consistent with only moderate changes in temperature throughout the year. This is possible due to the year-round warm sea surface temperatures, which keeps the overlying atmosphere warm as well. In practical terms, there are only two seasons: summer months that extend from May to October and winter months that run from November to April. The average day-time summer temperature is 78 degrees Fahrenheit; night-time temperatures are approximately 10 degrees lower.

As a result of the shielding effect of the volcanic mountains and the differences in weather found at various elevations, there are as many different climate zones here. The Islands can be described as an incredibly diverse collection of many micro-environments, each possessing unique weather. The tropical rain forests, cool alpine regions, stony deserts and sunny beaches are all within the span of just a few short miles.

Through most of the year, Hawaiian weather patterns are affected primarily by high pressure zones in the North Pacific that pump relatively cool, moist trade winds down onto the Islands' north eastern slopes. This pattern holds true for most of the summer and approximately half of the time in the winter. These winds are forced up-slope by the mountain heights where ultimately their moisture condenses into clouds that produce rain. Most of the rain then falls on the mountains and valleys on the windward (northeastern) side of the Islands. The wettest months are from November to March.

The action of trade winds here means that there is always a cooling breeze. The strength of this wind builds as the heat of the day rises and reaches a peak in the afternoon, only to diminish in the evening and start again the following day. Stormy weather does come to the Islands primarily in the winter and sometimes lingers for several days. Severe storms, however, are not a common occurrence here.

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**III.3 Weatherization Work**

**III.3.1 Type of Work to Be Done**

Weatherization services include an energy audit, a complete visual assessment of electrical base load measures, energy-related health and safety assessment, client education, appropriate low-cost measure, applicable weatherization-related repairs, and a thorough consideration of the client and residence.

Installation of their measures is dependent on the energy audit that the subgrantee conducts for each household. Currently, there are eight approved weatherization measures in the Approved Hawaii Priority List which applies to single family homes and multi-family buildings with units of 4 or less. These include:

1. Low-Flow Showerheads & Faucet Aerators
2. Compact Fluorescent Lights
3. Small Room Air Conditioners (6-8,000 Btu/h cooling capacity) Replacement
4. Solar Water Heater or Hybrid Heat Pump Installation –
5. Water Heater Timer
6. Refrigerator Replacement
7. Large Room Air Conditioner (18,000 Btu/h cooling capacity) Replacement for Hawaii, Kauai, Lanai and Molokai only.

Please see the attached 2011 DOE Approved State of Hawaii Approved List.

**III.3.2 Energy Audit Procedures**

DOE-approved Priority List dated July 25, 2011 will be used by agencies as an approved audit procedure to implement a comprehensive approach weatherizing the home.

<b>Unit Types</b>	<b>Audit Procedures and Dates Most Recently Approved by DOE</b>
Single-Family	State of Hawaii Priority List approved 7-15-11. This also applies to multifamily with 4 units or less.
Multi-Family	OCS has a policy for weatherizing multifamily buildings that views the entire building as a complete system of inter-connected dwellings and systems and recognizes that in order to provide maximum energy savings and benefits to the residents of a building
Mobile Home	N/A in Hawaii

**III.3.3 Final Inspection**

No dwelling unit may be reported to DOE as completed until the CAA sub-grantee, or its authorized representative, has performed a final inspection and certified that the prescribed work on the home has been completed in a workmanlike manner and in accordance with the priority determined by the audit procedures.

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**III.3.4 Assessment of Effectiveness**

The measurement of effectiveness of our weatherization projects is made through following the approved priority list (Please see the attached 2011 Approved State of Hawaii Priority List), ensuring at least a savings to investment ratio of 1:1 is achieved. Monthly production and expenditure data obtained through from subgrantees is compared to the overall track outcomes. Additionally, obtaining comparative data from the subgrantees provides the basis for identifying deficiencies and potential opportunities for T & TA.

**III.4 Health and Safety**

Please see the attached 2012 WAP State of Hawaii Health and Safety Plan.

**III.5 Rental Procedures**

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Rental dwellings are eligible for weatherization services if they are occupied by an eligible renter. Once the renter is determined eligible for weatherization services, and prior to scheduling an Energy Audit, the renter and owner must certify in writing they accept without protest the special conditions outlined in the Property Owner/Agency Weatherization Agreement.

The agreement authorizes the work to be done and ensures that the weatherization work directly benefits the low-income tenant. Owners are encouraged but not required to contribute toward the cost of services, either in cash or in-kind. Owner contributions are recorded on the Property Owner/ Agency Agreement.

An agency may weatherize a building containing rental units using funds provided for eligible households, where:

The agency has obtained written permission from the property owner or authorized agent;

Not less than 66 percent (50 percent for duplexes and four-unit buildings, and large multi-family buildings where additional funds are leveraged from owners, utilities or other sources) of the dwelling units in the building are eligible dwelling units, or will become eligible dwelling units within 180 days under any government program for rehabilitating the building for making similar improvements to the building;

DOE Fund Restrictions - The maximum amount of DOE funds that can be used will be the lesser of either one of the following:

The percentage of low-income eligible units times the total allowable weatherization costs (estimated in the initial audit)

The number of eligible units multiplied by the maximum average allowable cost per unit.

OCS has established a policy for weatherizing multifamily buildings that views the entire building as a complete system of inter-connected dwellings and systems and recognizes that in order to provide maximum energy savings and benefits to the residents of a building, a whole-building approach to weatherization is preferred.

OCS also recognizes that there may be several scenarios where whole-building weatherization is not possible for reasons beyond the control of the energy service provider. In order to provide access to services for all income-eligible applicants, OCS has established a policy that will allow for individual-unit weatherization within multifamily buildings provided the reasons that whole-building weatherization is not feasible are thoroughly documented. This approach to weatherizing multifamily buildings is consistent with DOE Weatherization Assistance Program (WAP) guidance.

**Evaluating Approach** OCS's current Priority List of weatherization measures is approved for single family houses and multifamily building of three stories or less containing up to 25 units that are each individually heated and cooled. This priority list can be used for all units or single units in multifamily buildings. If larger buildings or buildings with common cooling or hot water systems are encountered, an alternate energy audit will be used and submitted to DOE for approval prior to any work commencing.

**Whole Building Approach** When surveying weatherization projects, it is imperative to attempt to provide the maximum available opportunity for service given the constraints of the building and the client. The preferred approach in the WAP program is to weatherize the entire building, and every effort should be made to do so. In multifamily projects, this includes identifying and communicating with the building owner, or owner's representative as well as the tenants of the building. Owners and clients that fully understand the scope and benefits of the program are more likely to agree to provide access and opportunity for their building to be served. However, there are times when weatherizing an entire

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multifamily building is not feasible. These reasons must be documented and include, but may not be limited to the following:

The owner/manager of the building refuses access to all units. This must be documented.

A significant percentage of the tenants are not responsive or refuse weatherization services, and all efforts to communicate with them have been thoroughly documented.

A portion of the building is undergoing rehabilitation, and the units in that area of the building are not accessible for services. When all possible options for treating the whole building have been exhausted, an effort must be made to access and provide services to those customers willing and able to have services delivered.

Note: The energy service provider's decision to weatherize individual units in a multifamily building may impact the ability to weatherize the whole building at a future date due to DOE re-weatherization rules.

Accordingly, the energy service provider should consider this potential impediment when undertaking weatherization of individual units, balancing the advantages and disadvantages of each course of action.

**Individual Unit Approach** In the event that a multifamily project cannot be accessed and weatherized as a whole building, with all units serviced and any applicable common areas measures addressed, it is still necessary to attempt to provide weatherization services to the greatest number of customers. If this occurs, the energy services provider must thoroughly document the reasons that the whole building cannot be weatherized before providing weatherization on an individual unit basis.

The State uses the Homeowner/Authorization Agency Certification Rental Agreement Form in order to assure that no undue or excessive enhancement will occur to the value of the dwelling unit and that the rent for the property will not increase due to the improvements resulting from the weatherization program.

### **III.6 Program Management**

#### **III.6.1 Overview**



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The State Office of Community Services (OCS), administratively attached to the Department of Labor and Industrial Relations, is mandated to provide human service programs for Hawaii's economically disadvantaged, immigrants and refugees.

OCS was created by the Hawaii State Legislature through Act 305, which was signed into law by the Governor on June 25, 1985. This legislation is now codified as Chapter 371K, Hawaii Revised Statutes. OCS-DLIR collaborates with various public and private agencies as well as human service programs. Its primary purpose is "to facilitate and enhance the development, delivery, and coordination of effective programs for those in need and to provide advice and assistance to the agencies of the executive branch in the human service field, and the legislature."

OCS-DLIR contracts programs and services on behalf of the State and Federal governments to CAAs and other non-profit service providers, including the Weatherization Assistance Program. OCS-DLIR contracts programs and services on behalf of the State and Federal governments to CAAs and other non-profit service providers, including the Weatherization Assistance Program.

The mission of OCS-DLIR is to assure timely and effective delivery of needed services to economically disadvantaged families and individuals, immigrants and refugees by providing technical and administrative assistance to local CAAs and service providers, conducting demonstration projects, assisting in developing relevant statewide policies and procedures for community service, and working in partnership with target groups.

OCS collaborates with various public and private agencies as well as human service programs. Its primary purpose, through statutory mandate, is "to facilitate and enhance the development, delivery, and coordination of effective programs for those in need and to provide advice and assistance to the agencies of the executive branch in the human service field, and the legislature." The staff consists of an executive director, a senior planner, four program specialists, one accountant, and two full-time clerks.

The OCS-DLIR office is located in the Keelikolani building at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, telephone (808) 586-8675; fax (808) 586-8685.

**III.6.2 Administrative Expenditure Limits**

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The federal legislation that created the Weatherization Assistance Program imposes a limit of 10 percent on funds that may be used for administrative purposes. Not more than 5 percent of new funds may be used by a Grantee, such as OCS-DLIR, for administrative purposes, not less than 5 percent must be made available to subgrantees for their administrative costs.

In line with DOE authorization, all subgrantees receiving less than \$350,000 will be allowed the option of using up to an additional 5 percent of program funds their subgrant for administration. This decision is based on the relatively high costs associated with the program's administrative, financial management, and operating costs.

In cases where subgrantees do not require additional administrative funds, or do not need the full 5 percent additional allowance, these funds will continue to be used for program services. OCS will monitor the administrative costs of each subgrantee through the annual application review, monthly expenditure reports, and fiscal audits.

#### **III.6.3 Monitoring Approach**

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The monitoring procedures are designed to provide guidelines for the State of Hawaii-Department of Labor and Industrial Relations, Office of Community Services Weatherization staff and its subgrantee agencies.

Monitoring is initiated while the program is in operation and provides oversight for the services being delivered at the local level. Monitoring ensures the existence of accountability for program resources and provides information useful to the improvement of the program's operation and services.

The Office of Community Services Weatherization Program goals for monitoring activities include :

- Analyzing whether best possible program services are being delivered to the low-income population.
- Determining program compliance and accountability.
- Analyzing program performance.
- Analyzing quality and effectiveness of the work on completed dwellings.
- Being an advocate and asset for program improvement.
- Identifying problems, deficiencies, and areas that need improvement.
- Assisting agencies in their program operations and compliance with DOE and State regulations.
- Advising agencies on how to correct any weaknesses and deficiencies.
- Assessing the need for training and technical assistance to improve local agency service delivery, cost-effectiveness, and accountability.
- Determining ways that monitoring activities can be improved.

Monitoring is intended to be a constructive process and will be conducted in a professional manner with consistency, fairness, respect, and timeliness.

The OCS Weatherization staff is committed to fostering positive, open, and constructive working relationships. Monitoring serves as a two-way educational experience that promotes interaction, feedback, and improvements to both the State and local components of the State of Hawaii Weatherization network.

The OCS Weatherization staff believes State and local weatherization staff share the same goals of optimizing program funds and resources to best serve the low-income population, striving for program improvement, and providing the most cost-effective and best quality program services possible.

The OCS Weatherization staff will foster improvement when monitoring by providing technical assistance ; reinforcing strengths; and sharing successes, innovations, good practices, and experiences encountered at other agencies.

Monitoring reports will be consistent with, and based on, adopted program policies, procedures, and standards.

To achieve the defined goals based on the principles above, OCS Weatherization staff will perform periodic monitoring reviews of the fiscal, programmatic, and field functions of local weatherization agencies.

Monthly Desktop Reviews: The State WAP Program Manager will review and track all available

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subgrantee reports for timeliness, audit findings, and resolution of findings. The State WAP staff will review agency Monthly Progress Reports, and track agency production and expenditures on a Monthly basis. Monthly desk monitoring is planned for the duration of the program year.

**Subgrantee Agency Monitoring Visits:**

a) Weatherization Fiscal Monitoring: will be conducted by State WAP Accountant and typically occur at a minimum of once per county per the contract period – more frequently, if needed in a particular county. Functions of the fiscal monitoring will include:

- Review of financial records;
- Review of purchasing and bidding practices;
- Review of payroll and documentation;
- Review of travel records;
- Review of vendor payments;
- Assistance with potential audit problems; and
- Review last fiscal audit.

On-Site Program Management Monitoring: will occur at a minimum of once per county during the contract period – more frequently, if needed in a particular county. Program Management Monitoring will be conducted by the State WAP Program Manager and/or Program Specialist. The Program Management Monitoring Form will be used to perform this evaluation. Functions of the Program Management Monitoring will include:

- Review of client files;
- Review of production, expenditures, and related compliance issues;
- Review of materials, tools, equipment, and inventory;
- Review of client flow charts and scheduling practices;
- Review of safety policies and practices; and
- Review of insurance policies;
- Review required training certification documentation.

a) Field Monitoring: will occur at a minimum of once per county during the contract period in conjunction with the Program Management Monitoring-more frequently, if needed in a particular county. Field monitoring will be conducted by the Program Specialist. Work inspections will be performed and documented on the Field Inspection Report. Work will be inspected for overall effectiveness, workmanship, appearance, and compliance with installation standards.

To assure a high degree of accountability, on-site monitoring will occur at a minimum of once per county (Oahu, Kauai and Maui Island) during the contract year.

Monitoring visits are planned at the midway point during the third quarter, more frequently as needed.

1) Monitoring visits will be scheduled in advance with the contracted subgrantee. The WAP Manager will send a memorandum with the monitoring schedule. Subgrantee agencies will be given a period of time

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to inform the WAP Manager if there are overriding conflicts with the scheduled dates for the agency , and new monitoring dates will be established if needed.

2) Upon arrival at the agency, the monitor(s) will meet with the appropriate agency personnel to explain the purpose of the visit, records and information needed, and the planned timeframe of the visit. An exit conference will be requested and scheduled with the Executive Director and the Weatherization Coordinator. The Weatherization Coordinator must be available at all times during the monitoring visit. The exit conference will include a review of the monitoring analysis with the Executive Director and the Weatherization Coordinator, and other staff as deemed appropriate. The monitor(s) will provide the agency with a draft outline of concerns and findings observed during the visit.

3) Description of Methods for Monitoring:

- a) At least 5 percent of the units reported as completed will have files reviewed and have on-site monitoring inspection;
- b) Spot checks will be made by the Program Manager of the materials on hand at the subgrantee's storage as well as materials already installed; and
- c) Should any subgrantee's be deemed non-compliant with applicable State or Federal regulations, the Program Manager will send a deficiency notice. The Program Manager will ensure that corrective action is taken. The deficiency notice will be sent to the subgrantee within twenty (20) working days following the monitoring and shall include:  
Description of deficiency;  
Description of corrective action(s) that are required; and  
Timeline for corrective action(s) and any documentation necessary to determine compliance.

4) OCS-DLIR will conduct an exit interview with the Executive Director of the Subgrantee and such other staff of the Subgrantee as OCS-DLIR considers appropriate on the basis of the information received during the monitoring inspection.

5) Each monitoring visit will be documented by a report prepared by OCS-DLIR's Program Manager. OCS-DLIR will send a copy of the report to the Subgrantee. The monitoring report will identify any corrective action that needs to be taken, and it will also identify each unit visited or inspected by OCS-DLIR.

6) OCS-DLIR will prepare and send the monitoring report within 30 days after the conclusion of the monitoring visit.

7) All Subgrantee shall are required to respond fully to the corrective actions listed in their monitoring report within 30 days after receiving the report.

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**III.6.4 Training and Technical Assistance Approach**

The State Training and Technical Assistance (T/TA) includes an annual survey of local agencies which we plan to use to learn about training needs.

We strongly believe that desktop and on-site monitoring visits will help OCS to evaluate, identify and address the needs of the subgrantees in areas of providing program management and technical skills, especially as it affects meeting the goals of monthly household completions. Some of the areas of concern which may require further Training and Technical Assistance (T&TA).

A portion of the T&TA funds is distributed to local agencies to use for their particular weatherization-related training needs, such as for workshops, conferences and OSHA certification classes.

**III.6.5 Energy Crisis Plan**

Not Applicable.